

Product Number: 2353.01.09

## RADIO REPAIR LABOR

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The Department of Technology Services (DTS) Radio Technicians install, maintain, and repair a variety of wireless equipment. Their expertise spans mobile and portable two-way radios, dispatch consoles, digital logging recorders, conventional base stations, 802.11 access points, among other equipment.

Customer agencies may negotiate contracts for Radio Technician services.

### FEATURES AND DESCRIPTIONS

| FEATURE                 | DESCRIPTION  |
|-------------------------|--|
| Wireless Communications | Provide component level repair of wireless communications equipment, i.e., mobile and portable radios, base stations, repeaters, dispatch consoles, 802.11 devices, paging systems, encryption devices, and antenna systems. |
| In-Car-Video            | Provide component level repair of various analog and digital in-car video systems.   |
| Traffic Radar           | Provide certification and component level repair of radar and laser speed detection devices.   |

### RATES AND BILLING

| FEATURE     | DESCRIPTION                         | BASE RATE    |
|-------------|-------------------------------------|--------------|
| Radio Labor | Radio technician hourly labor rate. | \$70.00/hour |
| Parts       | Parts are sold at cost. No markup.  | Cost         |

### ORDERING AND PROVISIONING

Customers may contact the Radio Shop Technicians directly or, they may contact DTS Customer Support Center to report a problem or request services.

Lead Technician (801) 965-4542

Front Office (801) 965-4535

DTS Customer Support Center, (801) 538 3440 or (800) 678 3440

### DTS RESPONSIBILITIES

Troubleshoot and diagnose problems, make adjustments, repairs, and or perform preventive maintenance on above equipment.

Maintain an adequate parts supply to provide a maximum repair turn around time of no more than 5 business days.

### AGENCY RESPONSIBILITIES

Notify the DTS Radio Repair Shop of any problems by calling (801) 965-4542 or by contacting the DTS Help Desk at (801)538-3440 or (800)678-3440.

Provide accurate billing information.

Review billing to ensure accuracy. Any discrepancies should be discussed with DTS Billing within 30 days.

### GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at [dts.utah.gov](https://dts.utah.gov). Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

#### Incident Response and Resolution Targets

| <b>Time to Initial Response Targets</b>   | <b>% Tickets</b> | <b>Total Time to Resolution Targets</b> | <b>% Tickets</b> |
|---|------------------|---|------------------|
| Low Priority – 1 Business hour            | 75%              | Low priority – 6 Business hours         | 75%              |
| Medium priority – 1 Business hour         | 75%              | Medium priority – 3 Business hours      | 75%              |
| High priority – Attempt Warm Transfer     | 90%              | High priority – 4 Clock hours           | 75%              |
| Urgent priority – Immediate Warm Transfer | 95%              | Urgent priority – 3 Clock hours         | 100%             |

#### Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

**Customer Satisfaction Targets**

| <b>Metric Description</b>   | <b>Target</b>                |
|---|------------------------------|
| Average level of satisfaction with resolution efforts               | > 4.2 on a scale of 0 - 5    |
| Percentage of respondents satisfied or better with service received | 93% of respondents satisfied |